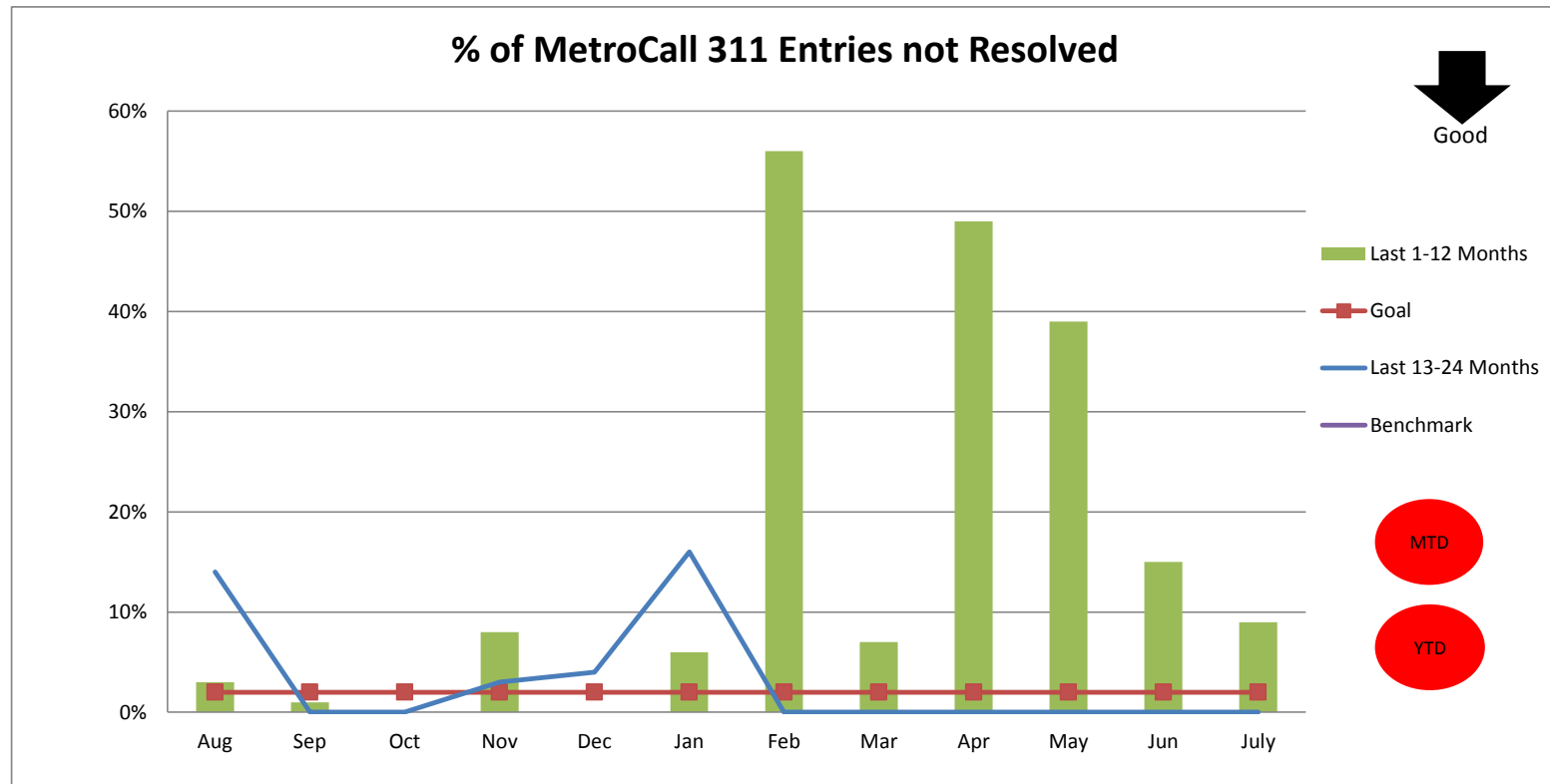# Parks: % of MetroCall 311 Entries not Resolved

Measurement Method:	The percent of work requests driven by citizen complaints that are not resolved
Why Measure?	To see how well Parks is meeting citizen needs
What is our goal?	Reduce the % of MetroCall 311 entries not resolved
How are we doing?	YTD Goal = < 2%; YTD Average = 16 %; MTD = 9%

% of MetroCall 311 Entries not Resolved

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Average	Median	Standard Deviation	Totals
Last 13-24 mos	14%	0%	0%	3%	4%	16%	0%	0%	0%	0%	0%	0%	3%	0%	6%	N/A
Last 1-12 mos.	3%	1%	0%	8%	0%	6%	56%	7%	49%	39%	15%	9%	16%	8%	20%	N/A

Forum Date: 8/27/2012